

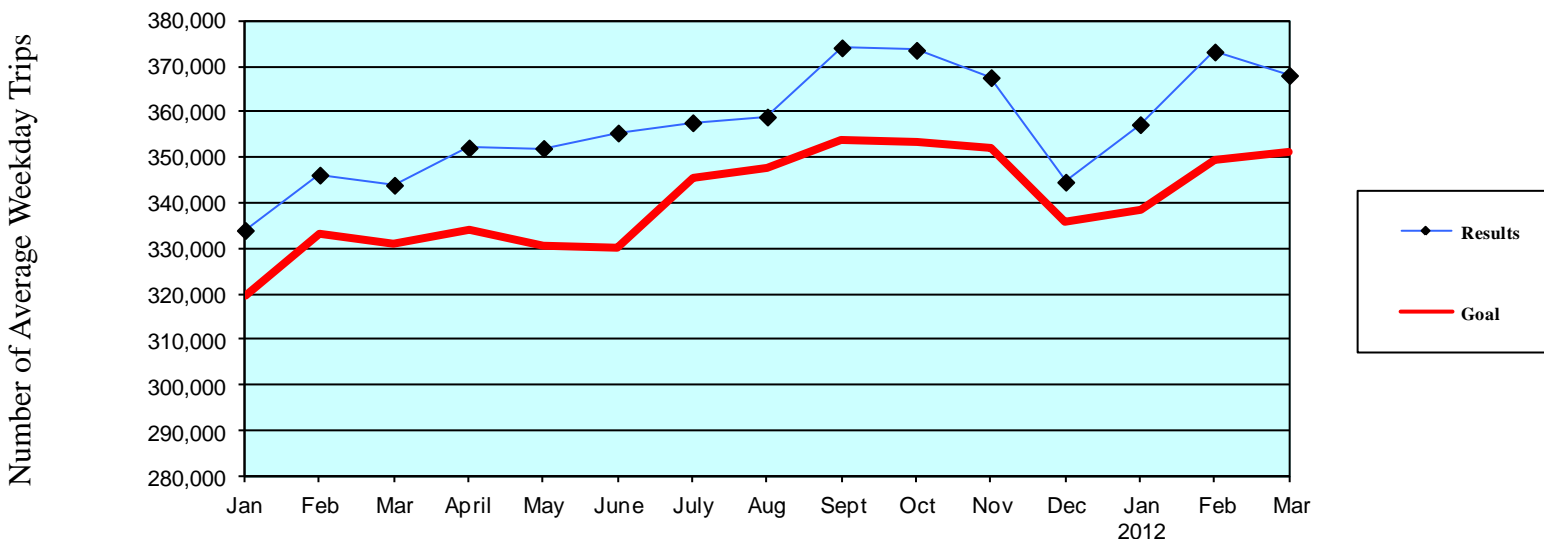
Quarterly Service Performance Review Third Quarter, FY 2012 January - March, 2012

Engineering & Operations Committee
May 10, 2012

FY12 Third Quarter Overview...

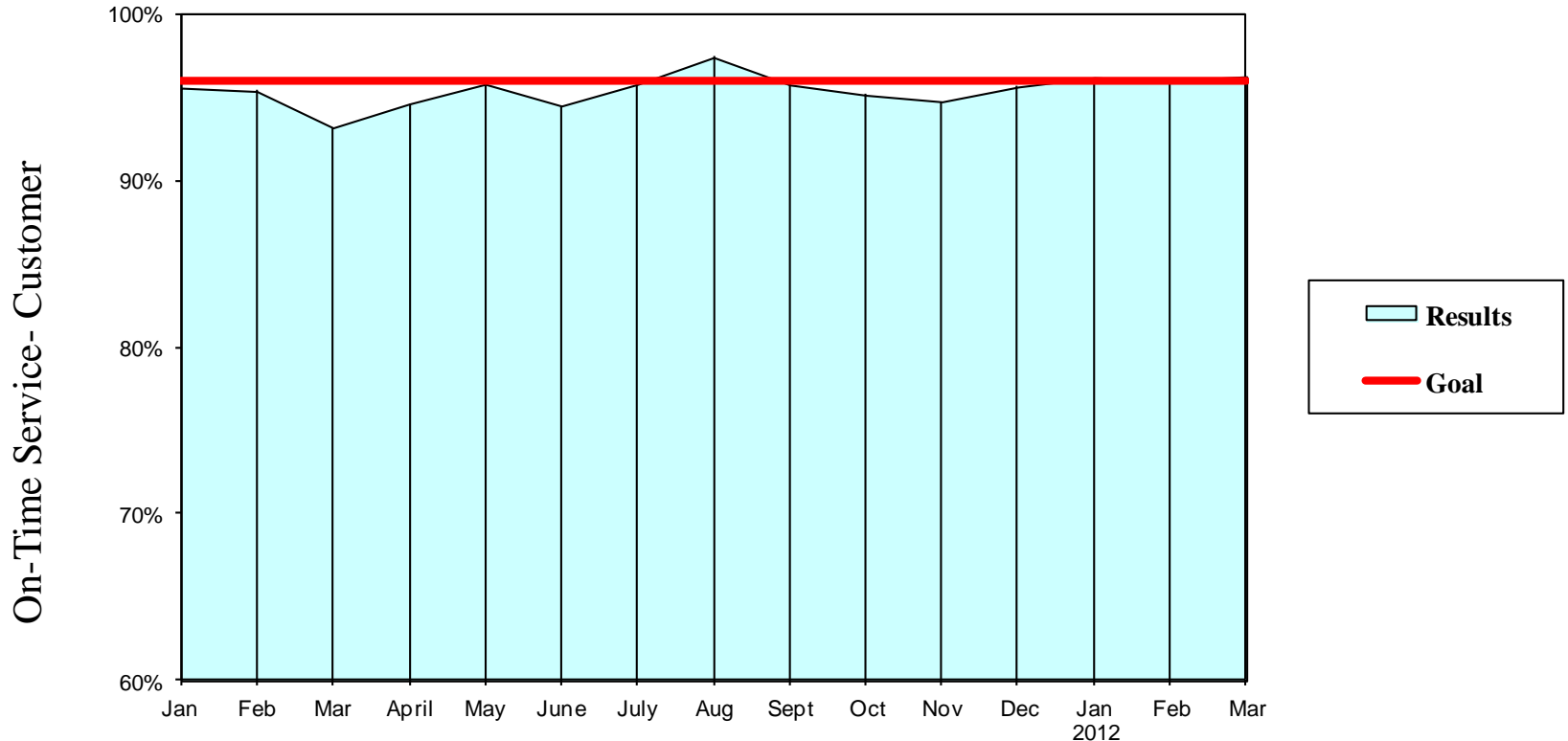
- ✓ Continued strong ridership growth, weekday up 7.3%
- ✓ Record setting train service reliability
- ✓ Customer rated attributes (PES) steady
- ✓ Availability indicators OK except for street escalators
- ✓ Complaints up from last quarter, down from same quarter last year

Customer Ridership



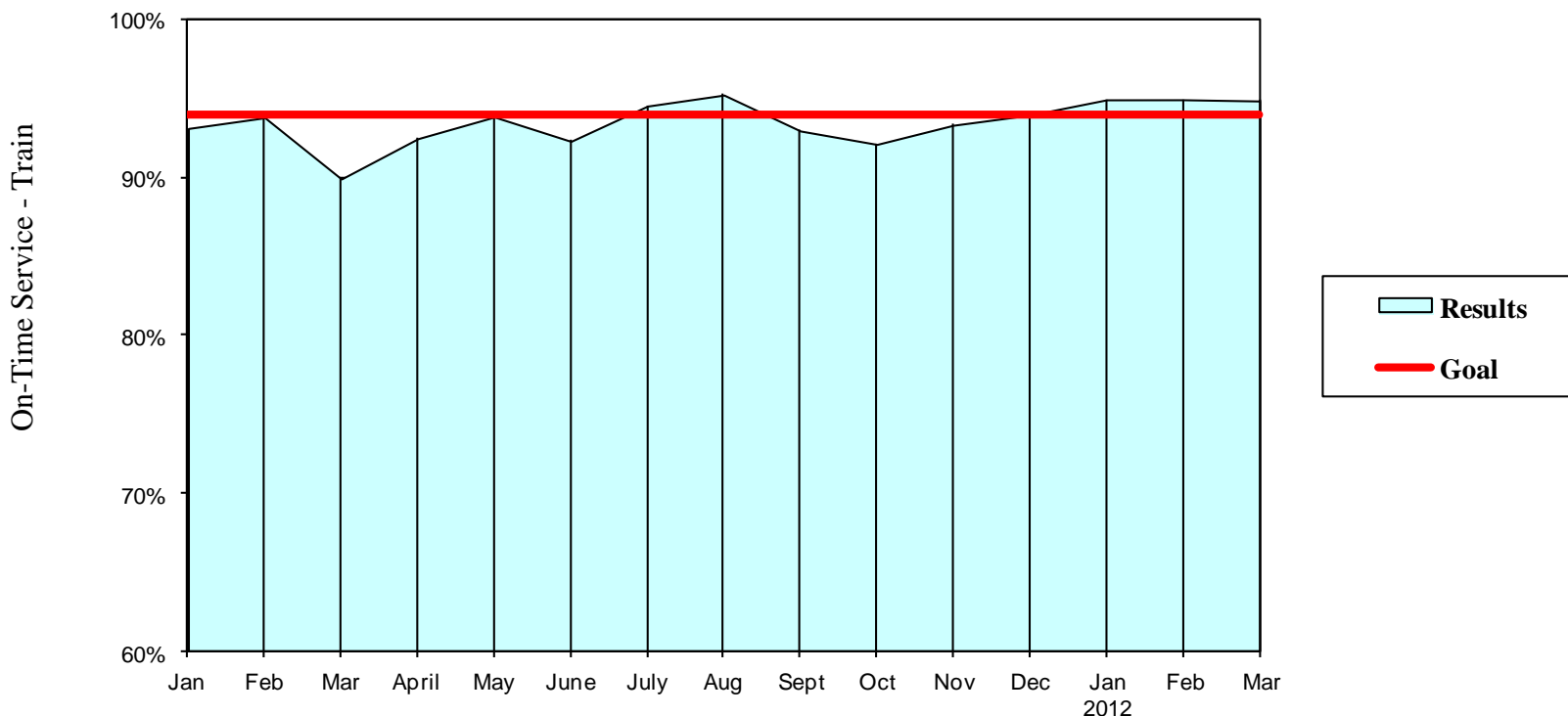
- ✓ Total ridership increased by 9.0% compared to same quarter last year
- ✓ Average weekday ridership (366,245) up 7.3% over same quarter last year; core weekday ridership up by 6.7% and SFO Extension weekday ridership up by 11.6%
- ✓ Saturday and Sunday up by 12.5% and 13.6%, respectively

On-Time Service - Customer



- ✓ Goal exceeded, 96.2%
- ✓ Each month of this quarter, more than 50% of late trains were due to “Miscellaneous” causes (earthquake, medical, police action, etc.)

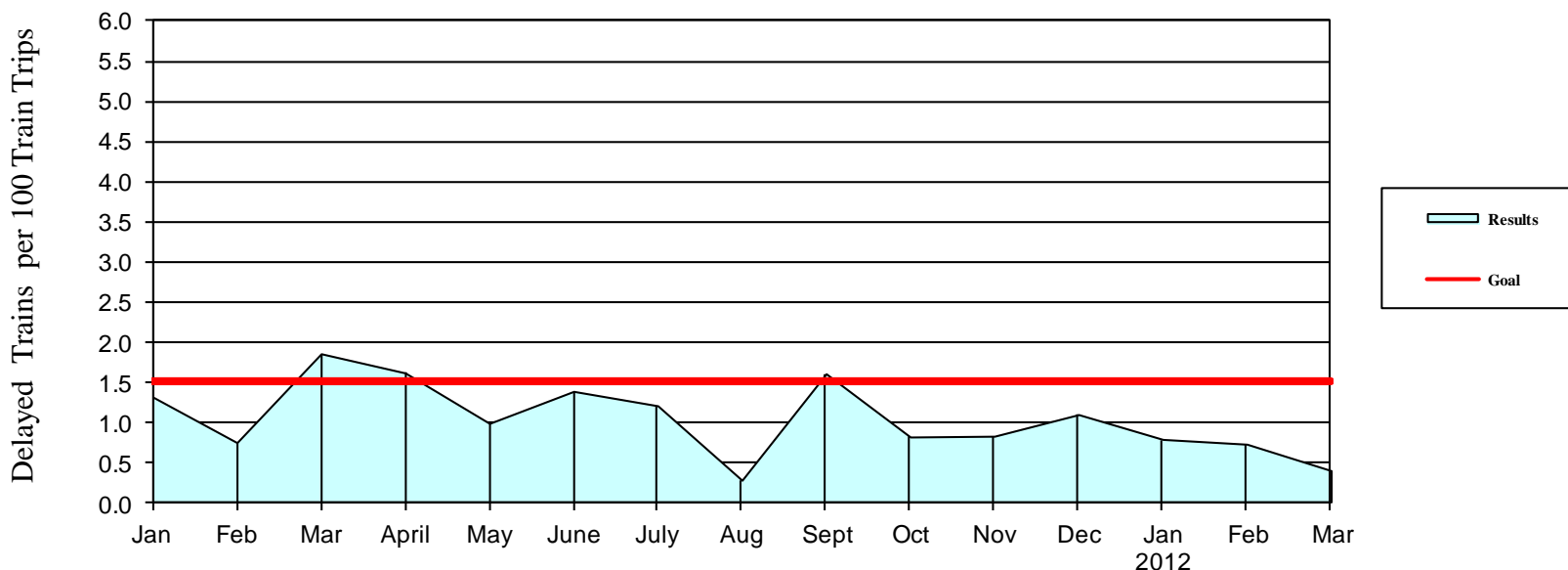
On-Time Service - Train



- ✓ Goal exceeded, 94.97%
- ✓ Ten biggest delays of quarter:
 - 4 medical
 - 3 earthquake
 - 1 each: vehicle, train control, track maintenance
- ✓ Highest train on-time since 1995

Wayside Train Control System

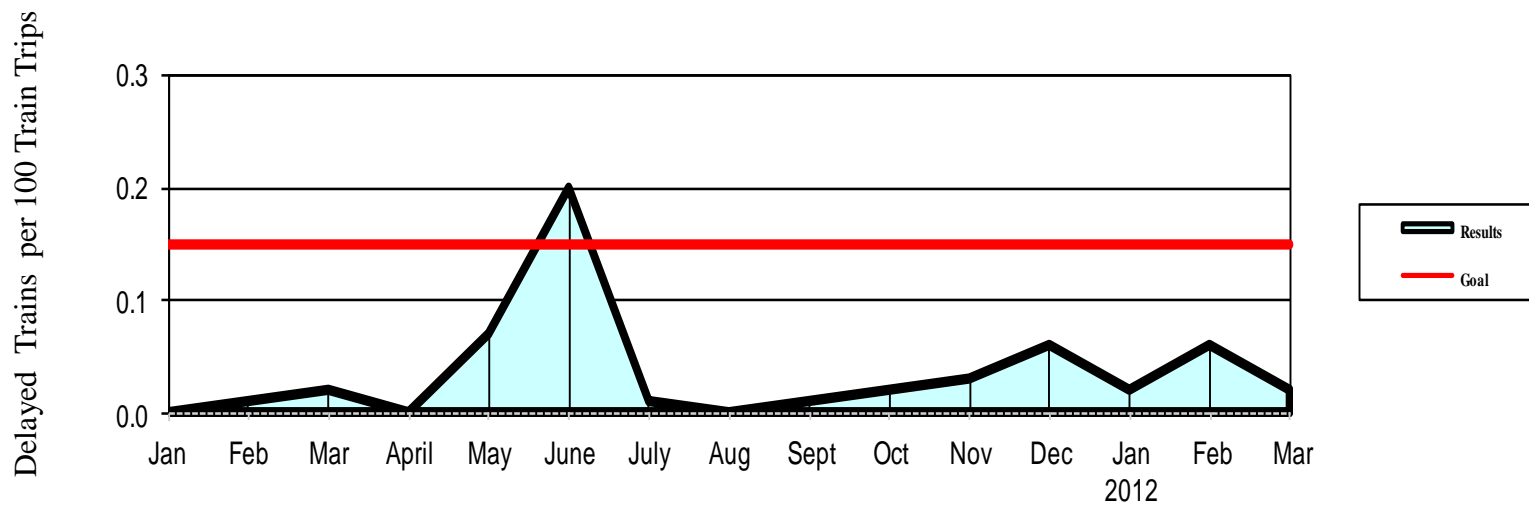
Includes False Occupancy & Routing, Delays Per 100 Train Runs



- ✓ Goal met for the quarter
- ✓ C Line wayside card packs 80% complete
- ✓ Wayside MUX box lightening arrestor replacement, currently working on the K-Line & A-Line
- ✓ Train Control reliability very important component of on-time performance

Computer Control System

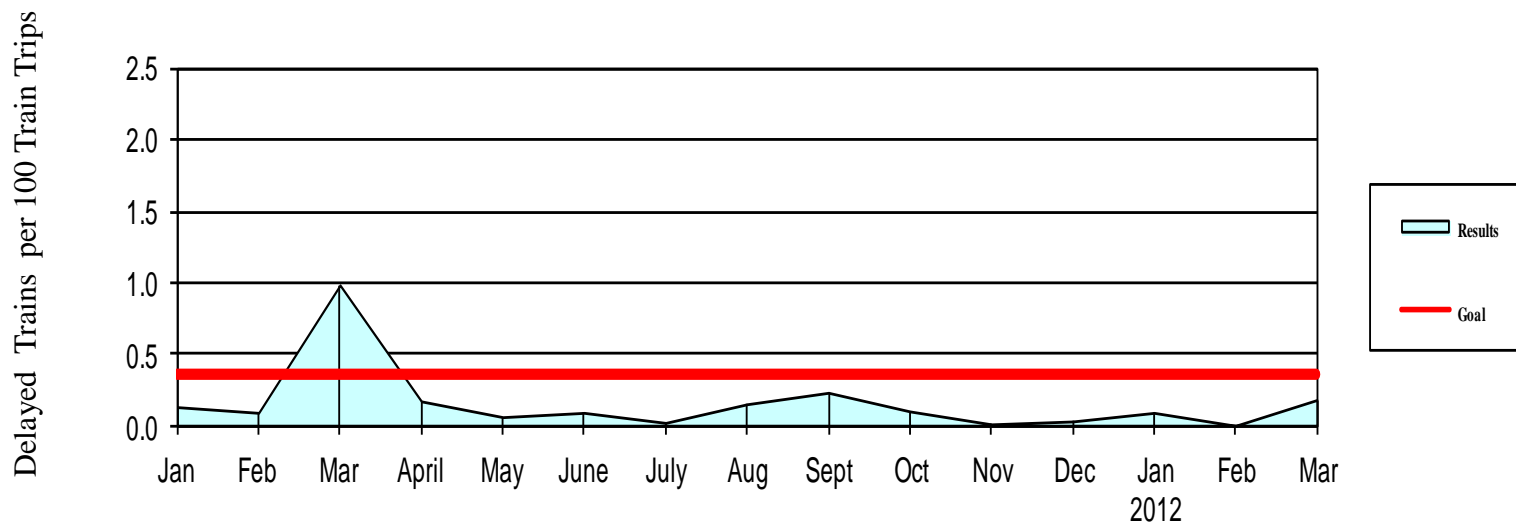
Includes ICS computer & SORS, Delays per 100 train runs



- ✓ Goal met
- ✓ ICS being continuously modified:
 - Connectivity to California Seismic Network
 - TBT cathodic protection monitoring
 - Interlocking conversion from relay to VHLC
 - Wayside worker safety upgrades
 - Enhanced TBT descriptors
- ✓ Hardware change-outs as end of useful life reached

Traction Power

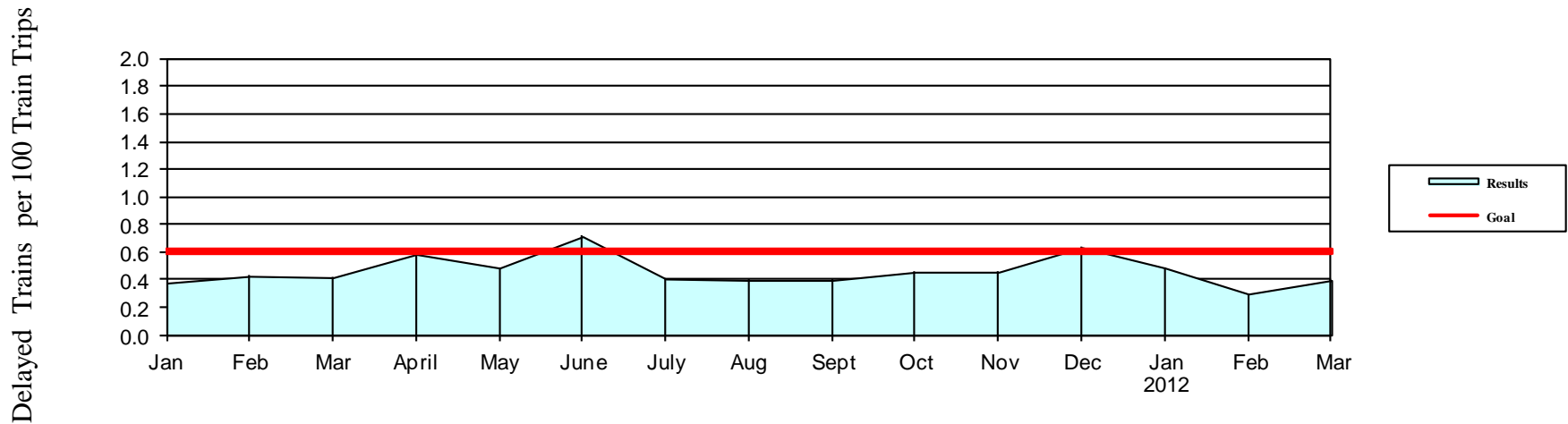
**Includes Coverboards, Insulators,
Third Rail Trips, Substations,
Delays Per 100 Train Runs**



- ✓ Goal met
- ✓ Continued benefit of coverboard bracket project

Transportation

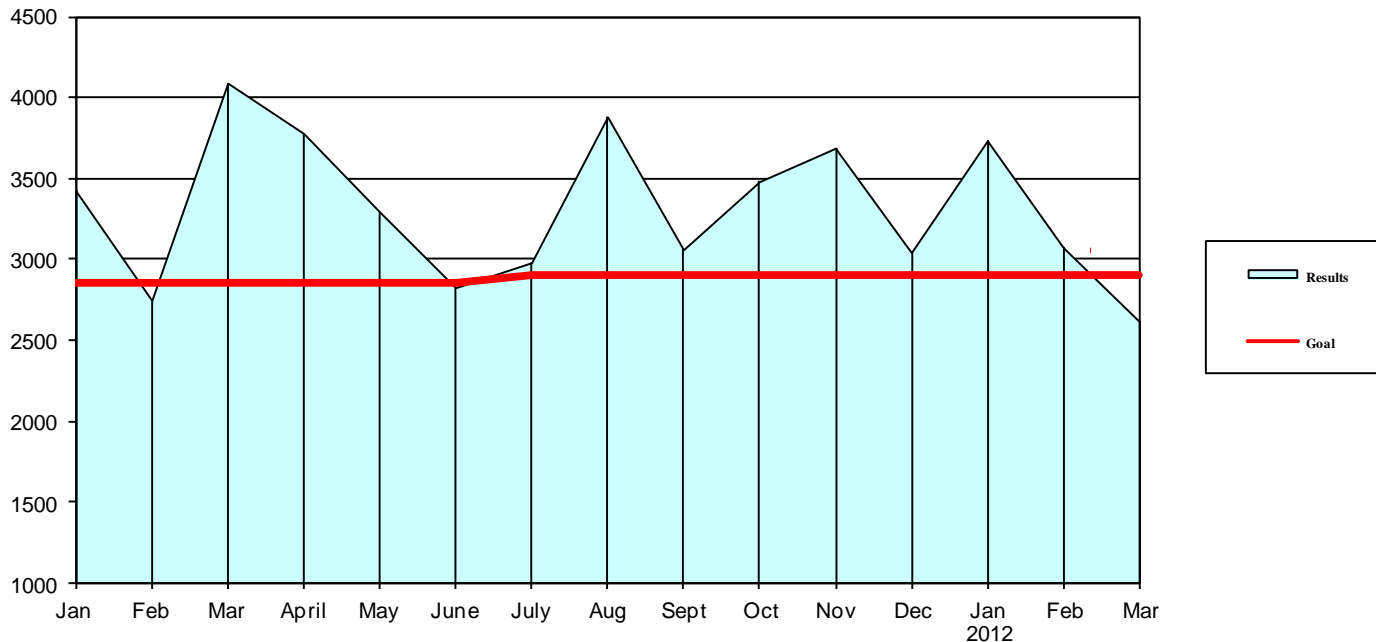
**Includes Late Dispatches, Controller-Train
Operator-Tower Procedures and Other
Operational Delays Per 100 Train Runs**



✓ Goal met

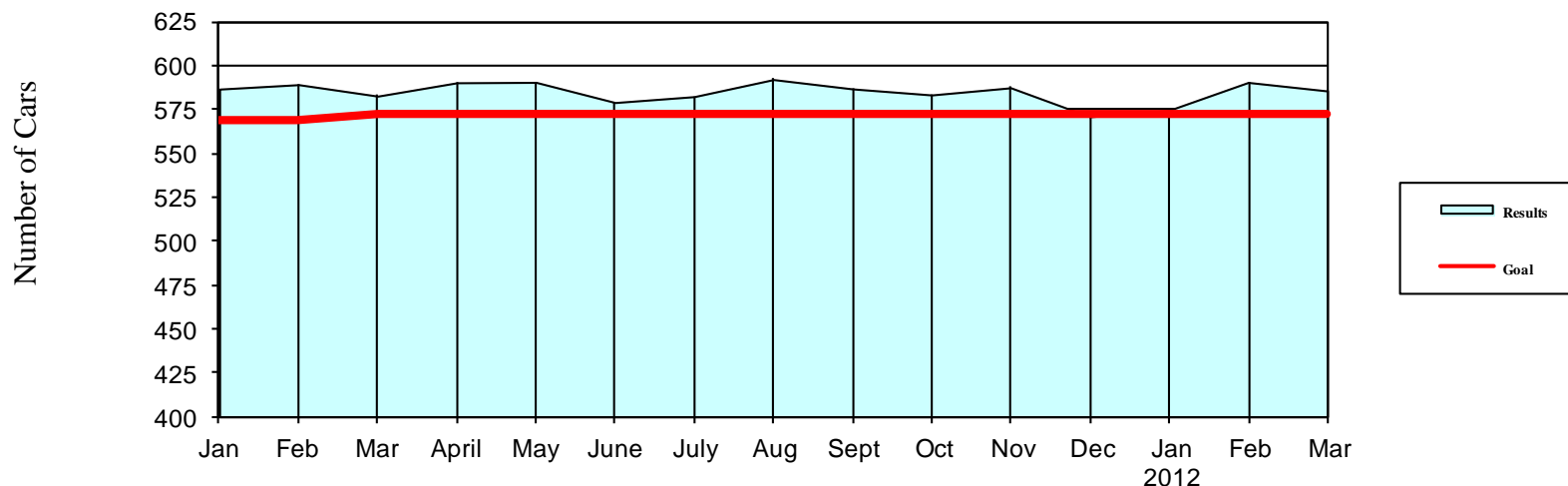
Car Equipment - Reliability

Mean Time Between Failures (Hours)



- ✓ Goal met
- ✓ Seeking solutions to encoder problem caused by bad computer chips; faulty encoders cause delays

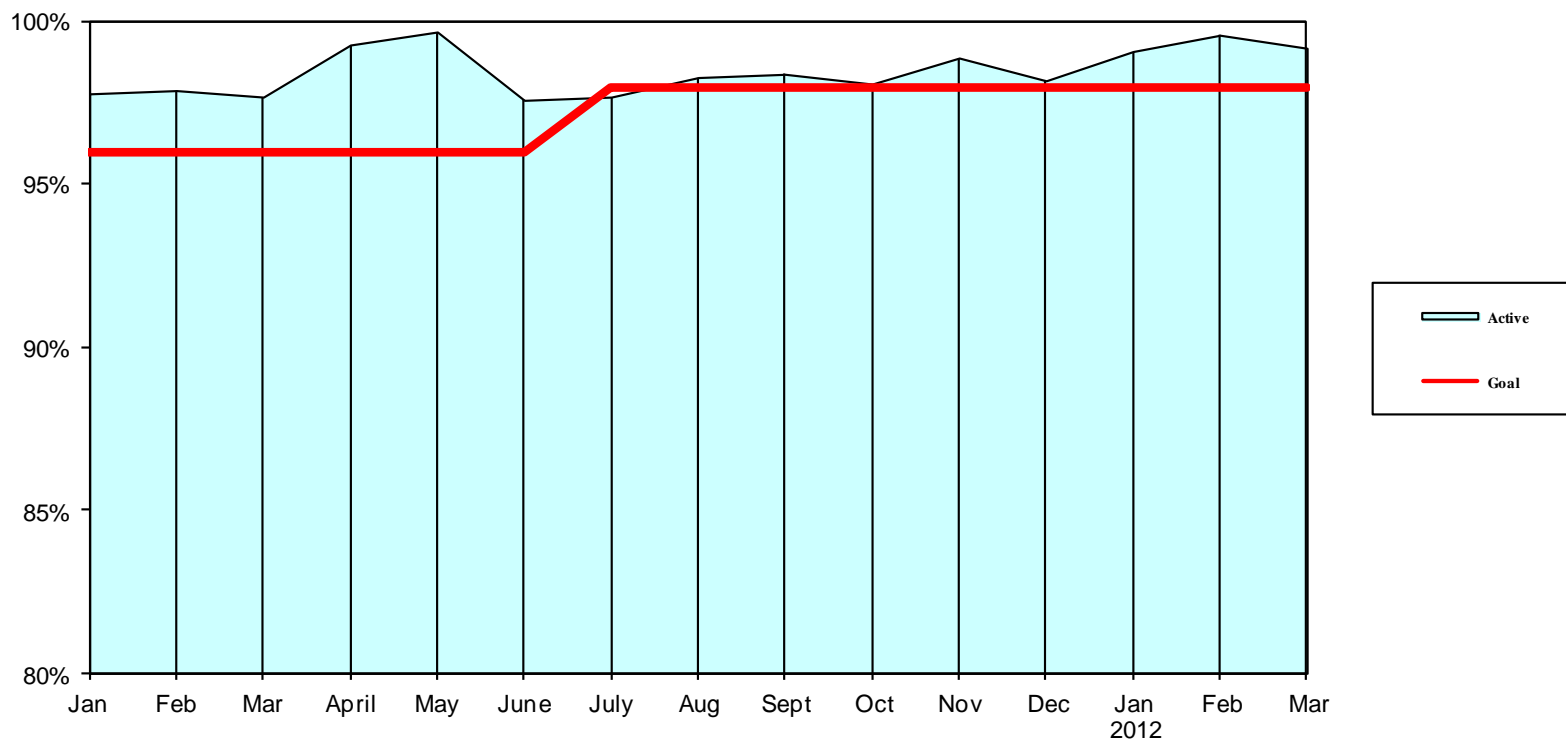
Car Equipment - Availability @ 0400 hours



- ✓ Goal met
- ✓ Daly City Shop and Transportation have made good progress on a lingering Blue Line train sizing problem

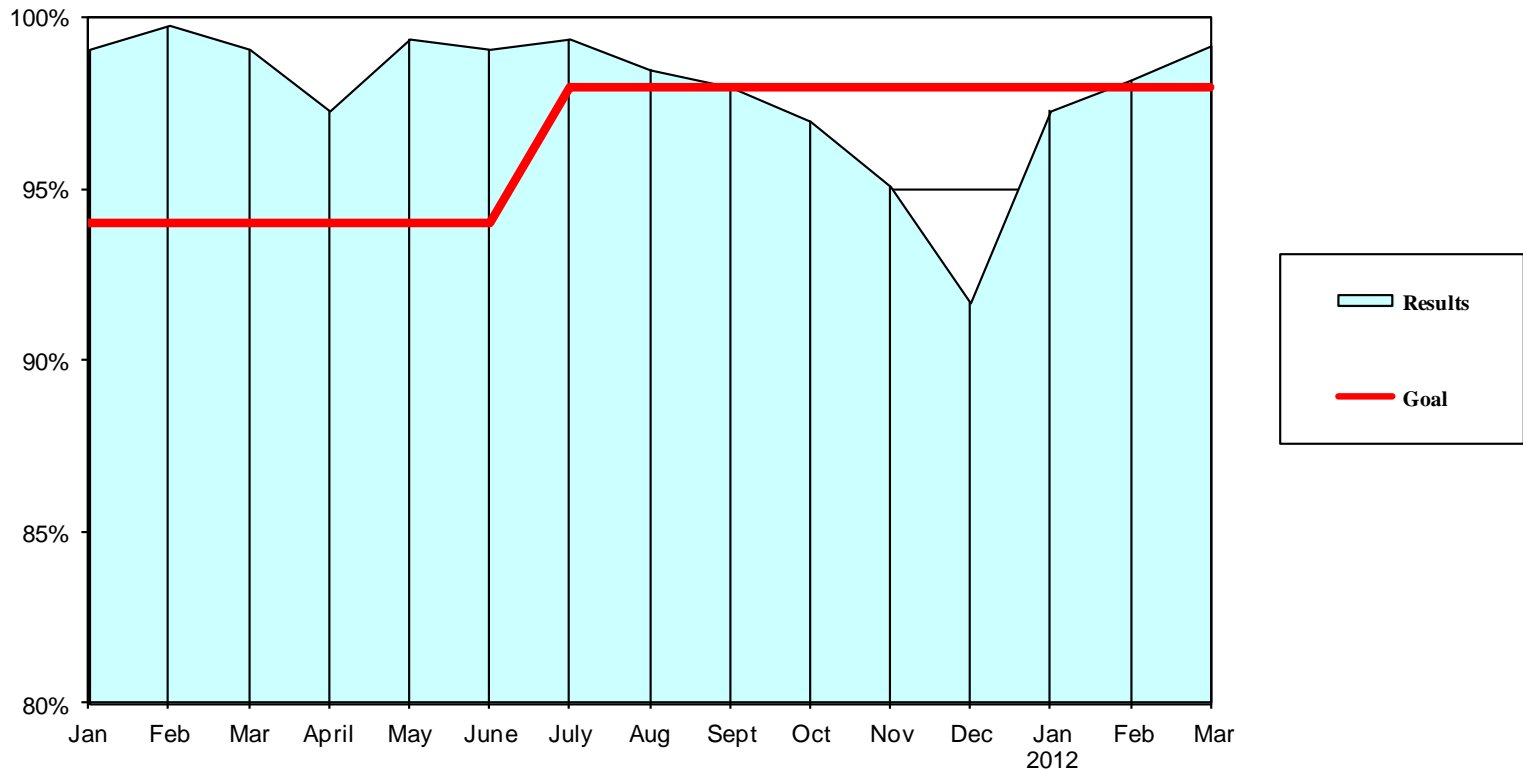


Elevator Availability - Stations



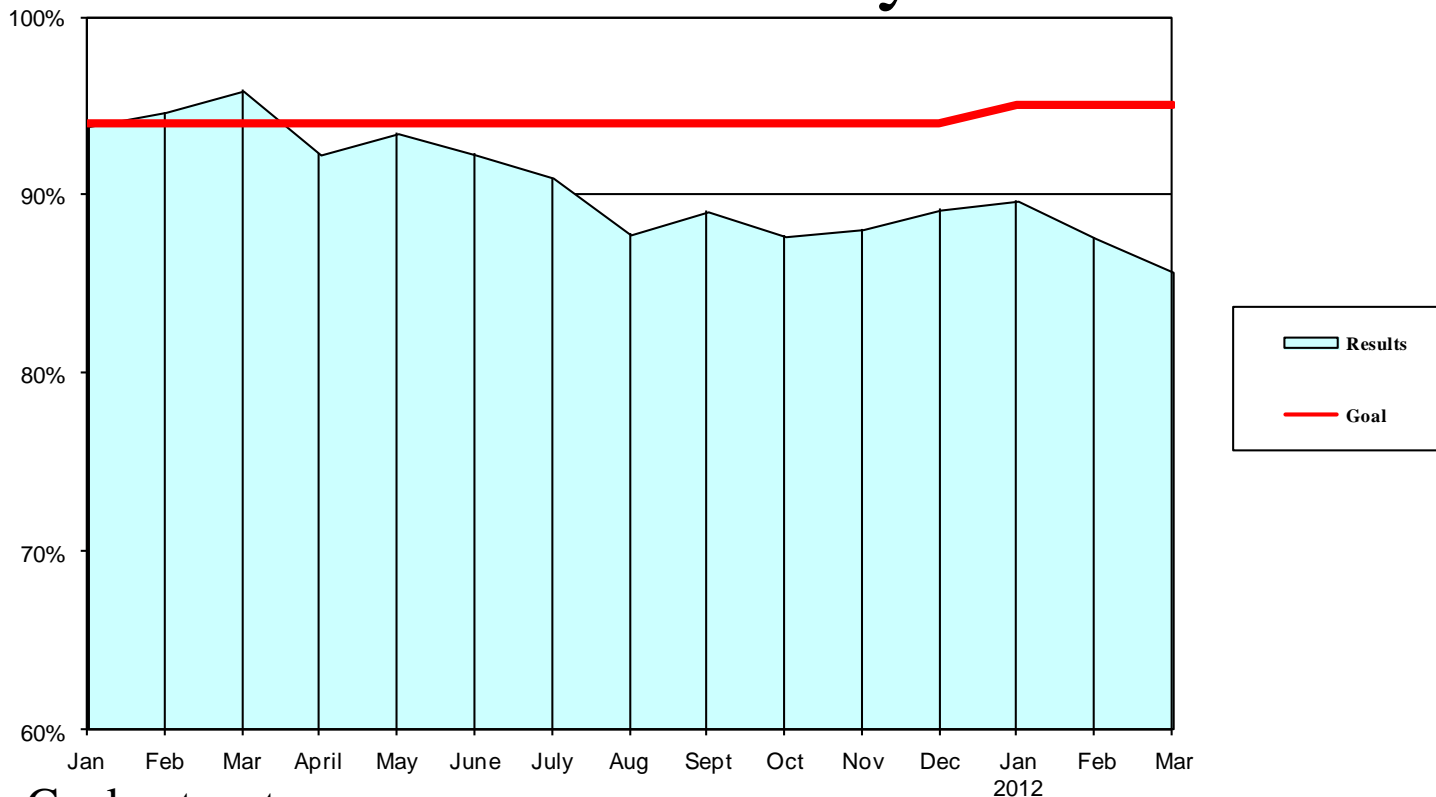
- ✓ Goal exceeded, 99.3%
- ✓ Performance improved

Elevator Availability - Garage



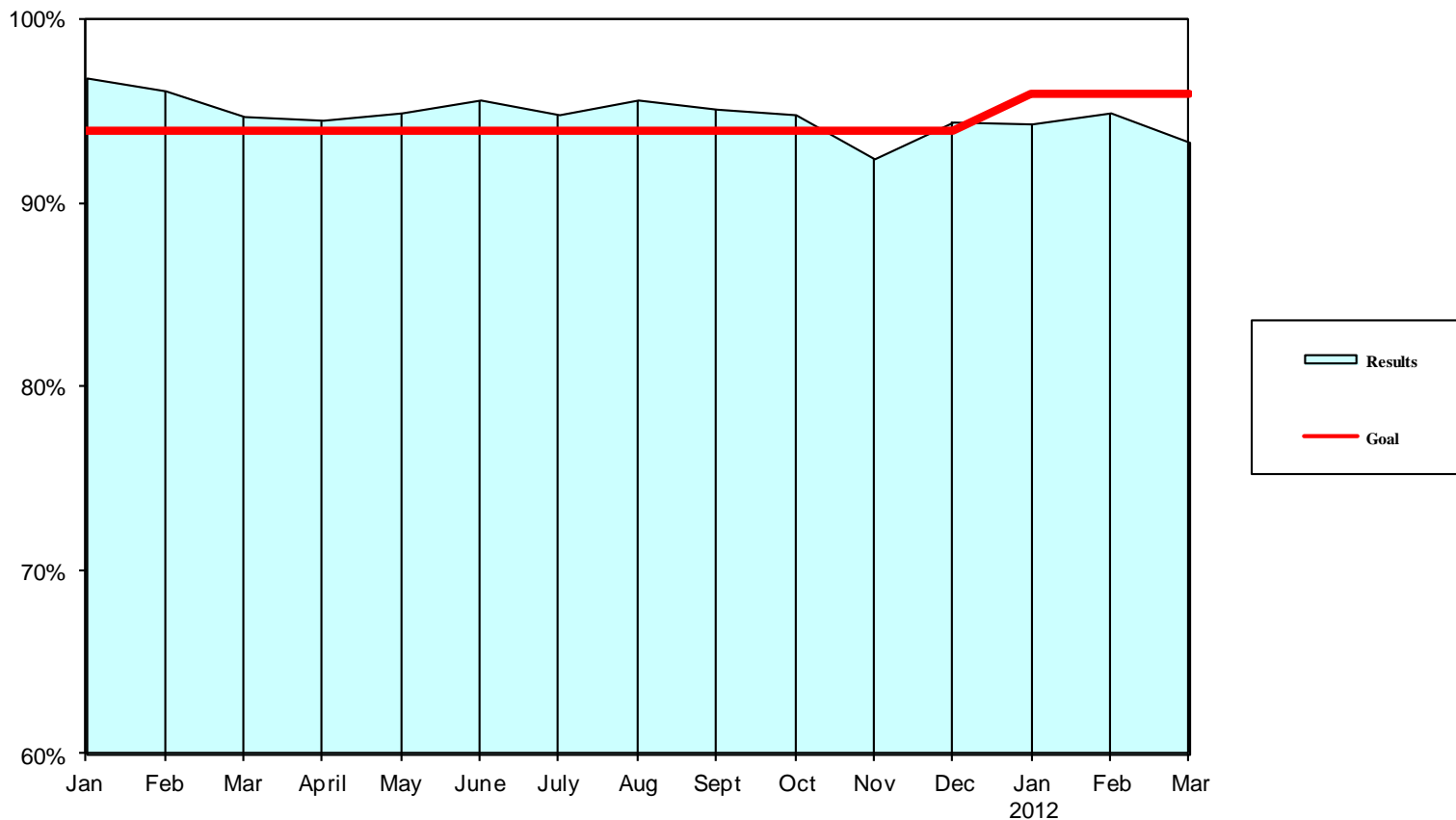
✓ Goal met, performance improved

Escalator Availability - Street



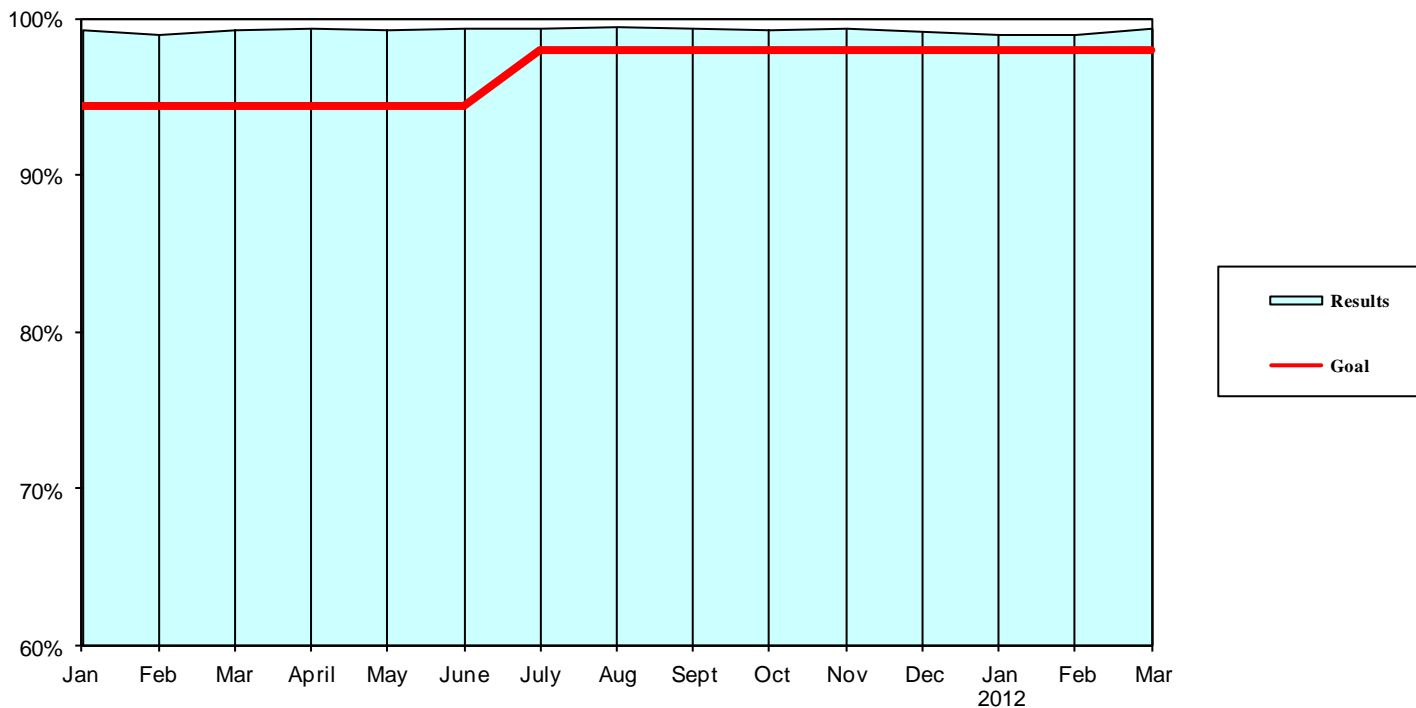
- ✓ Goal not met
- ✓ Of 55 street escalators, 19 are Orenstein & Koppel (O&K)
- ✓ Seven units with most downtime in the quarter are all O&K's
- ✓ Availability of non-O&K street escalators = 96.5%
- ✓ O&K Rehab Project funded for FY12, engineering work well underway but completion several years away
- ✓ Developing interim improvement strategies for O&K units

Escalator Availability - Platform



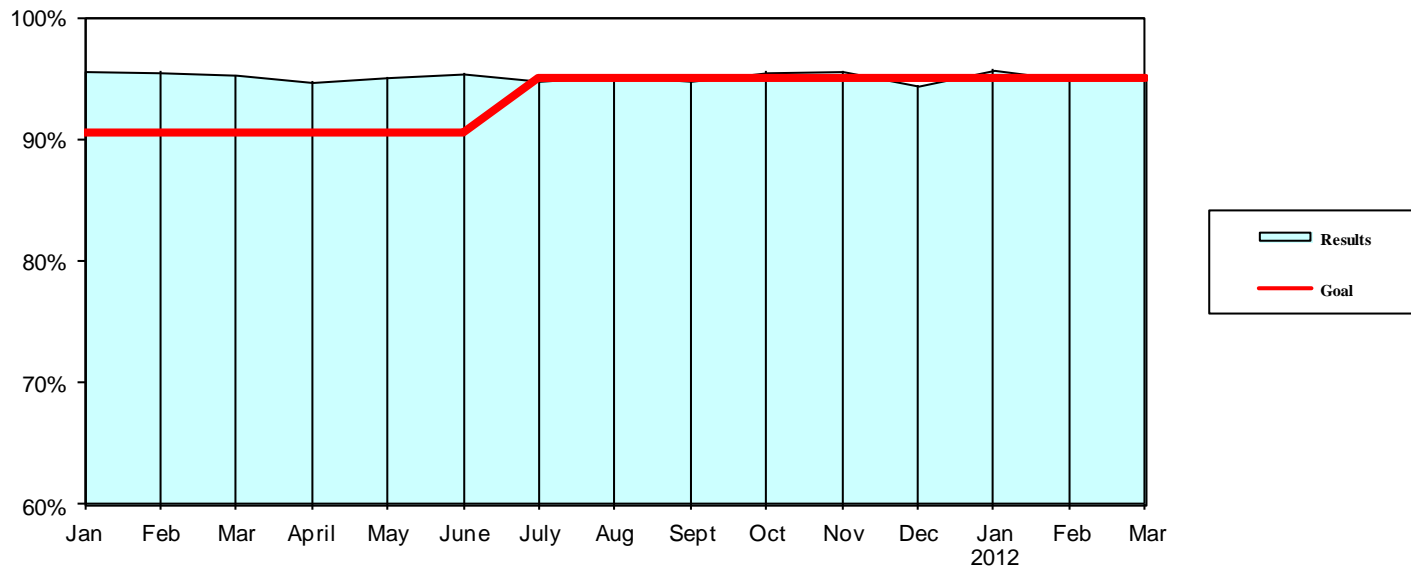
- ✓ New, higher goal (96%) not met
- ✓ Performance slightly improved over last quarter
- ✓ Staffing levels continue to be a significant challenge – 5 new mechanics hired during the quarter, 5 mechanics went on disability since beginning of year

AFC Gate Availability



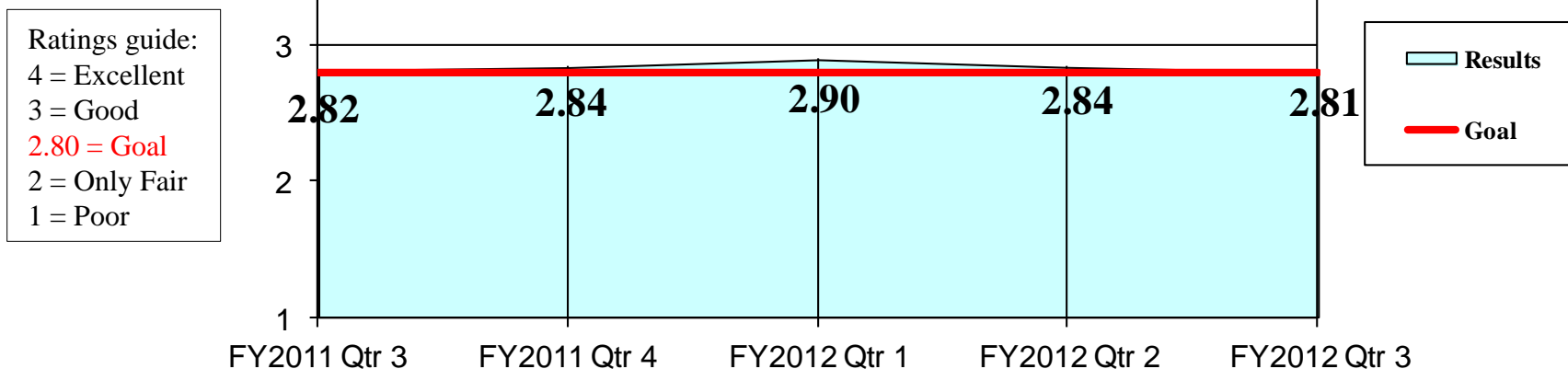
- ✓ Goal met
- ✓ Steady, high performance

AFC Vendor Availability



✓ Goal met, steady performance

Environment - Outside Stations



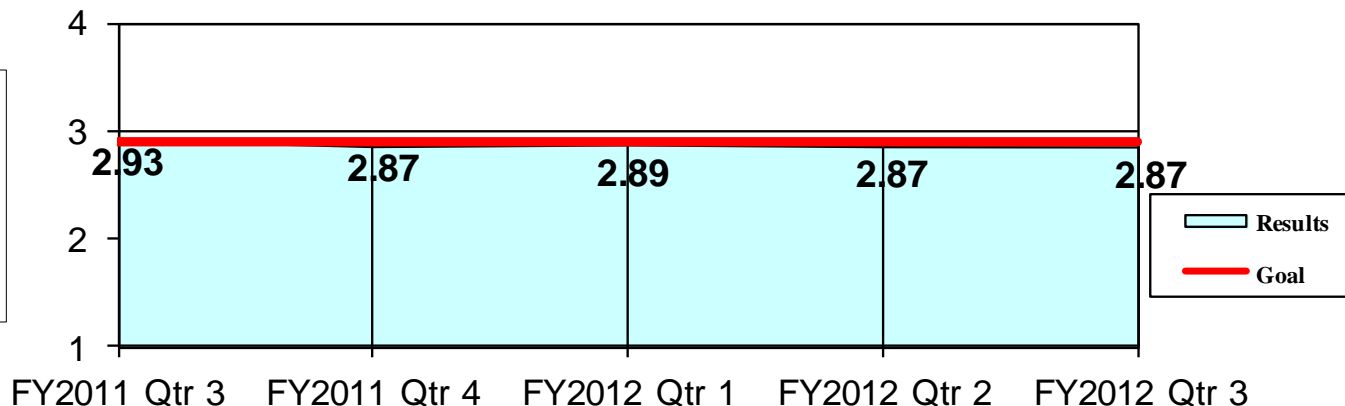
Composite rating of:

Walkways & Entry Plaza Cleanliness (50%)	2.74
BART Parking Lot Cleanliness (25%)	3.02
Appearance of BART Landscaping (25%)	2.73

- ✓ Goal met
- ✓ Cleanliness ratings of either Excellent or Good:
 - Walkways/Entry Plazas: 67.6% Parking Lots: 81.3%
 - Landscaping Appearance: 66.5%
- ✓ Vegetation control, including at surplus properties, going into fire season will present a challenge during Q4 due to diversion of resources

Environment - Inside Stations

Ratings guide:
 4 = Excellent
 3 = Good
 2.90 = Goal
 2 = Only Fair
 1 = Poor



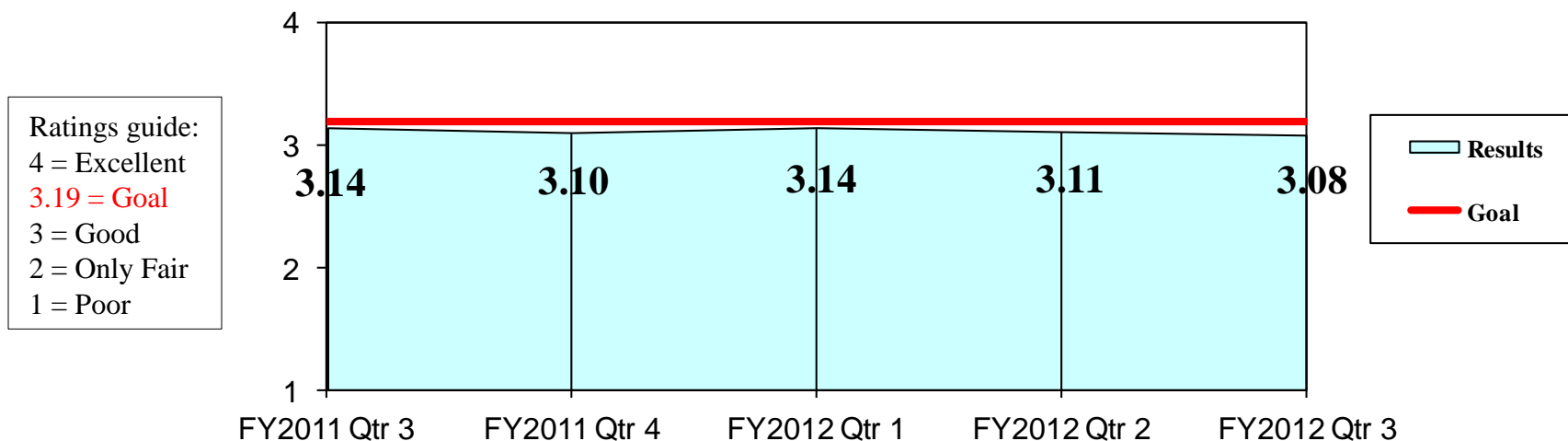
Composite rating for Cleanliness of:

Station Platform (60%)	3.02
Other Station Areas (20%)	2.84
Restrooms (10%)	2.28
Elevator Cleanliness (10%)	2.59

- ✓ Overall goal not met
- ✓ Cleanliness ratings of either Excellent or Good:

Station Platform: 81.2%	Other Station Areas: 73.0%
Restrooms: 42.7%	Elevators: 60.2%
- ✓ Staffing impacted area, upgrading equipment to improve performance

Station Vandalism

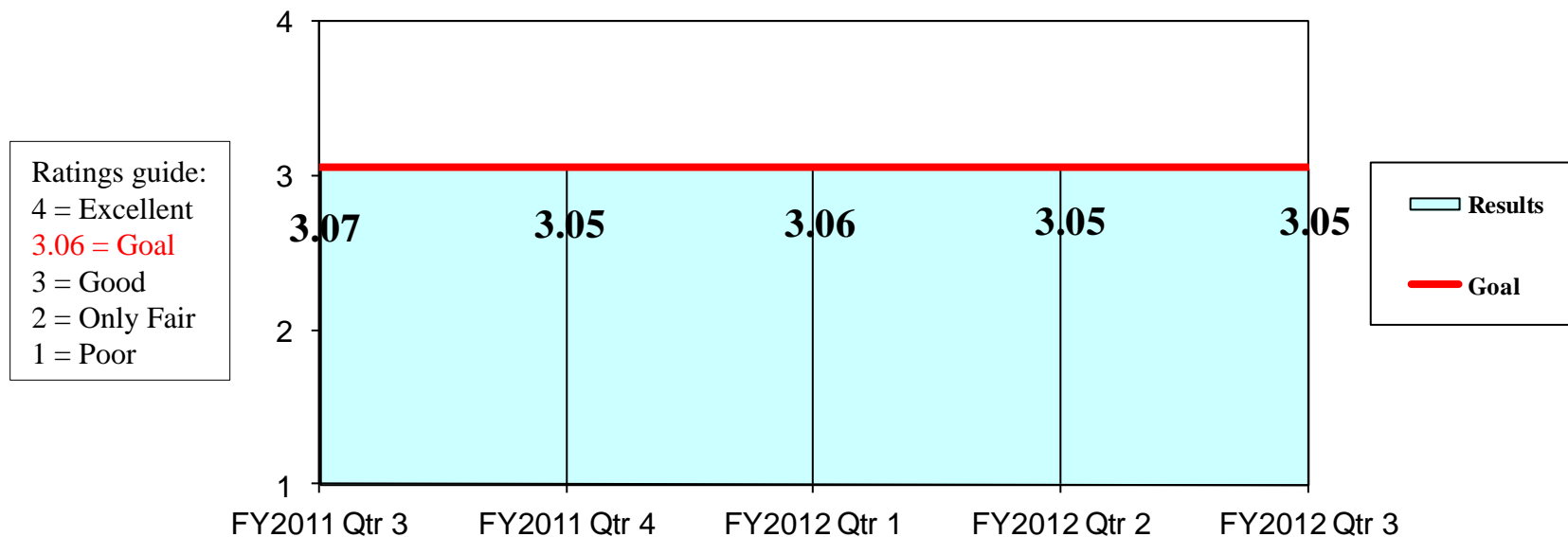


Station Kept Free of Graffiti

- ✓ Goal not met
- ✓ 82.8% of those surveyed ranked this category as either Excellent or Good
- ✓ Graffiti removal contractor performance is satisfactory



Station Services



Composite rating of:

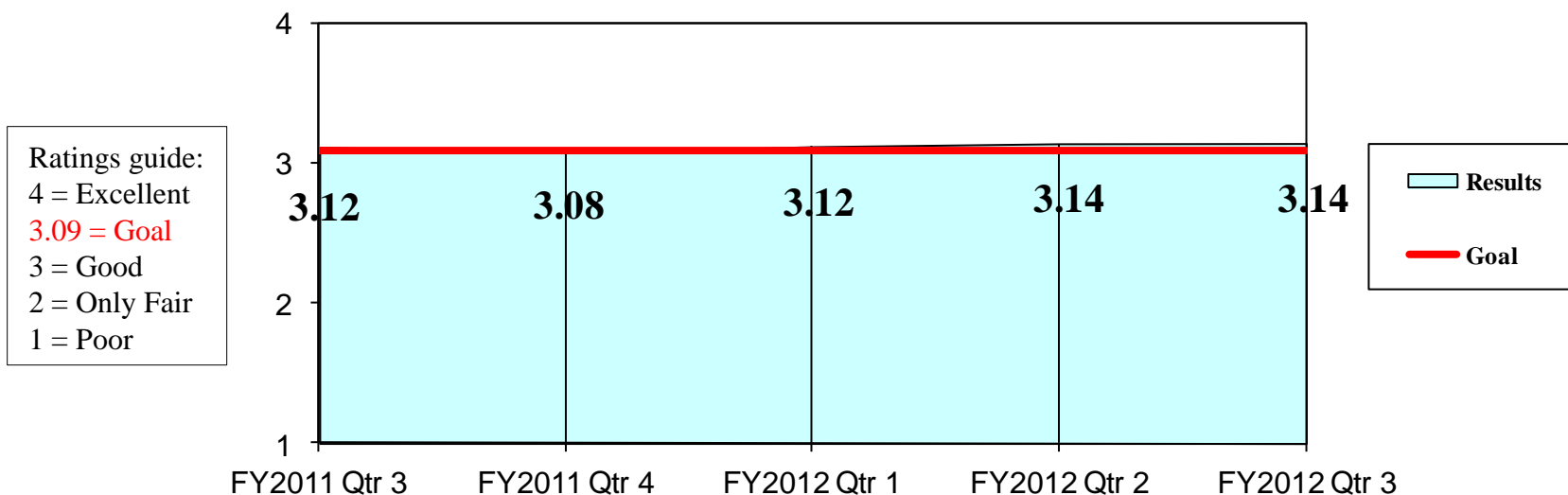
Station Agent Availability (65%)	3.02
Brochures Availability (35%)	3.11

- ✓ Goal just missed, steady performance
- ✓ Availability ratings of either Excellent or Good:

Station Agents: 80.6%	Brochures: 84.1%
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Train P.A. Announcements

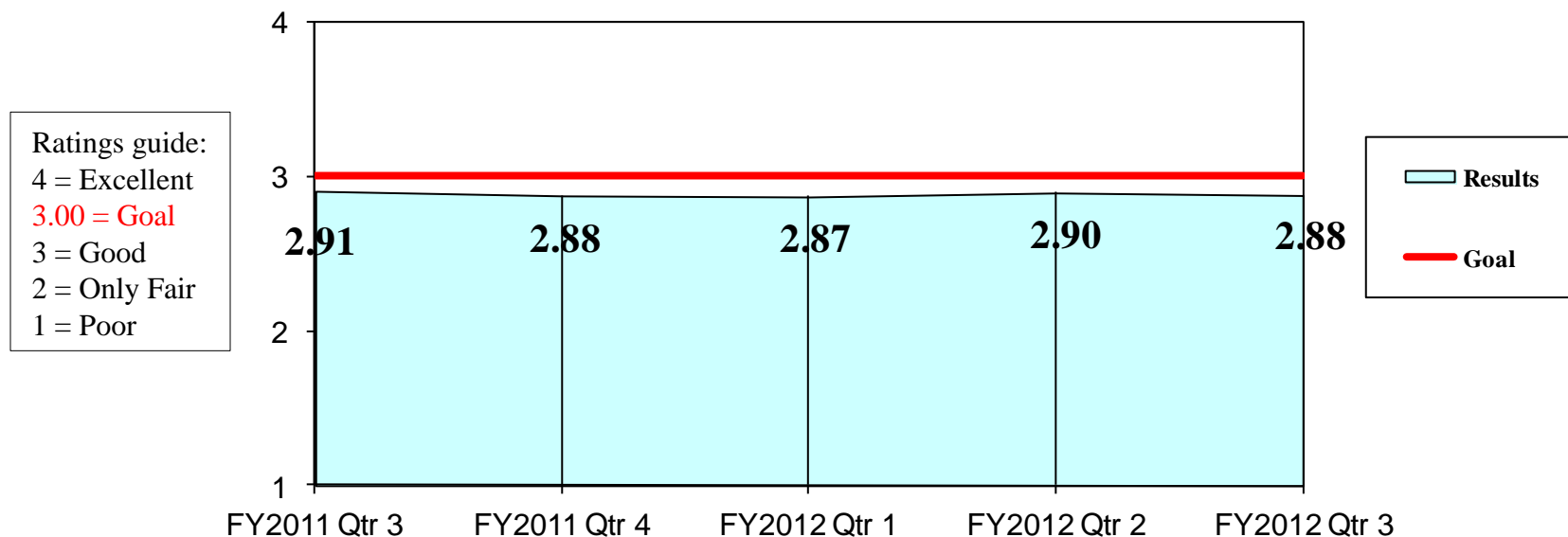


Composite rating of:

P.A. Arrival Announcements (33%)	3.12
P.A. Transfer Announcements (33%)	3.08
P.A. Destination Announcements (33%)	3.23

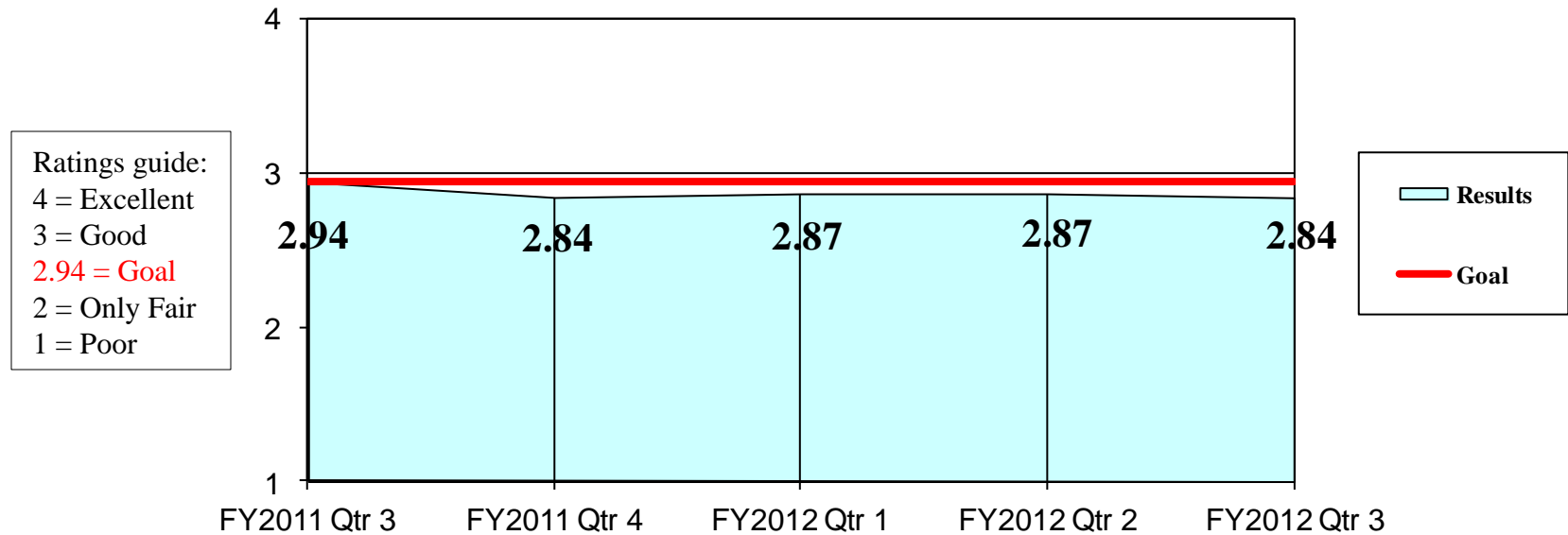
- ✓ Goal met, steady performance
- ✓ Announcement ratings of either Excellent or Good:
 - Arrivals: 80.9%
 - Transfers: 79.8%
 - Destinations: 85.8%
- ✓ Good initiative by the Transportation Department to meet this goal consistently

Train Exterior Appearance



- ✓ Goal not met
- ✓ 75.9% of those surveyed ranked this category as either Excellent or Good
- ✓ Richmond car wash down for much of the quarter due to Earthquake Safety Program work

Train Interior Cleanliness

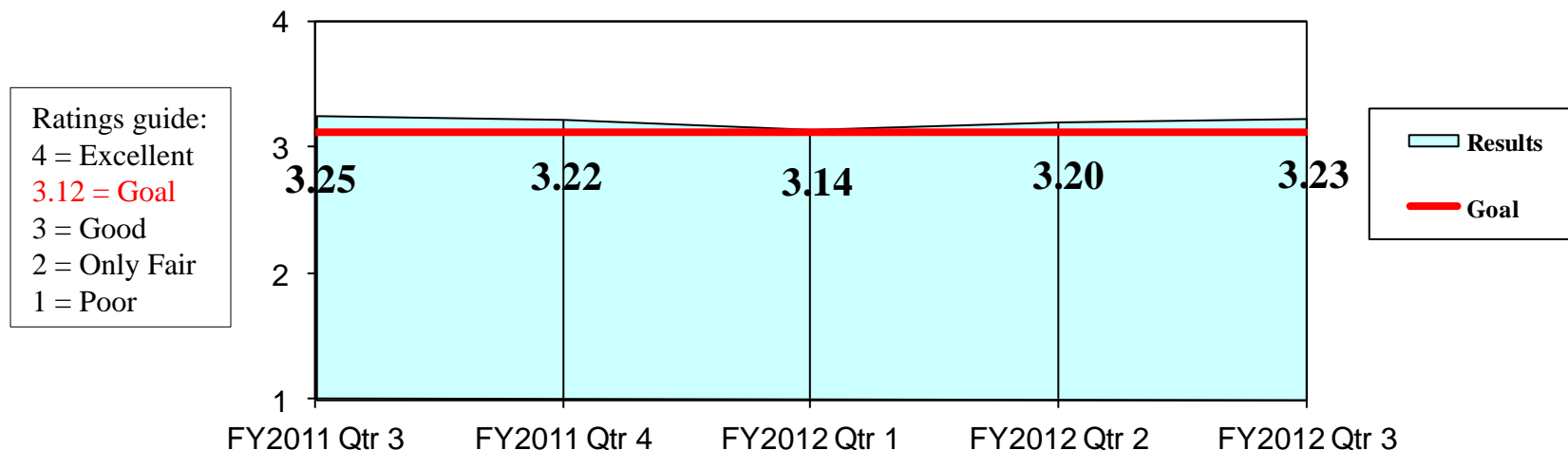


Composite rating of:

Train interior cleanliness (60%)	2.52
Train interior kept free of graffiti (40%)	3.32

- ✓ Overall goal not met, “Interior Free of Graffiti” component met
- ✓ Train Interior ratings of either Excellent or Good:
 Cleanliness: 54.1% Graffiti-free: 90.8%
- ✓ As number of carpeted cars and/or cars with worn wool seat covers dwindle, they stand out even more – possibly impacting customer perception

Train Temperature

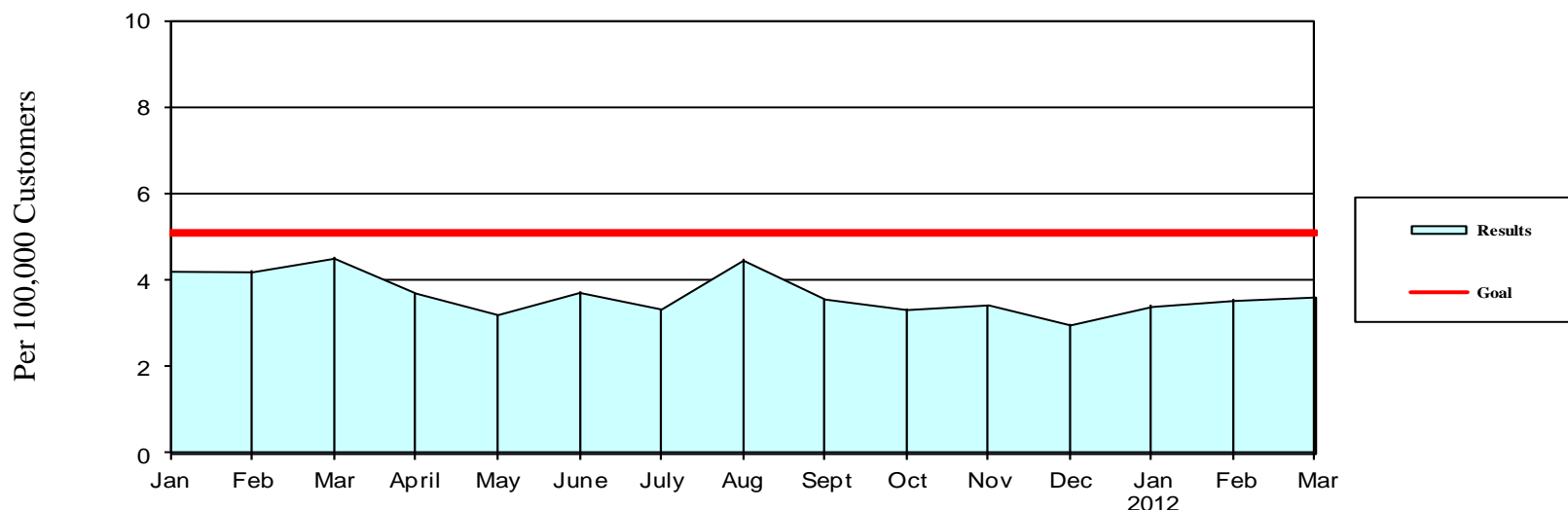


Comfortable Temperature Onboard Train

- ✓ Goal met
- ✓ 87.8% of those surveyed ranked this category as either Excellent or Good
- ✓ Summer will be the test, C1 car air conditioning units undersized – limited replacement project may begin this year

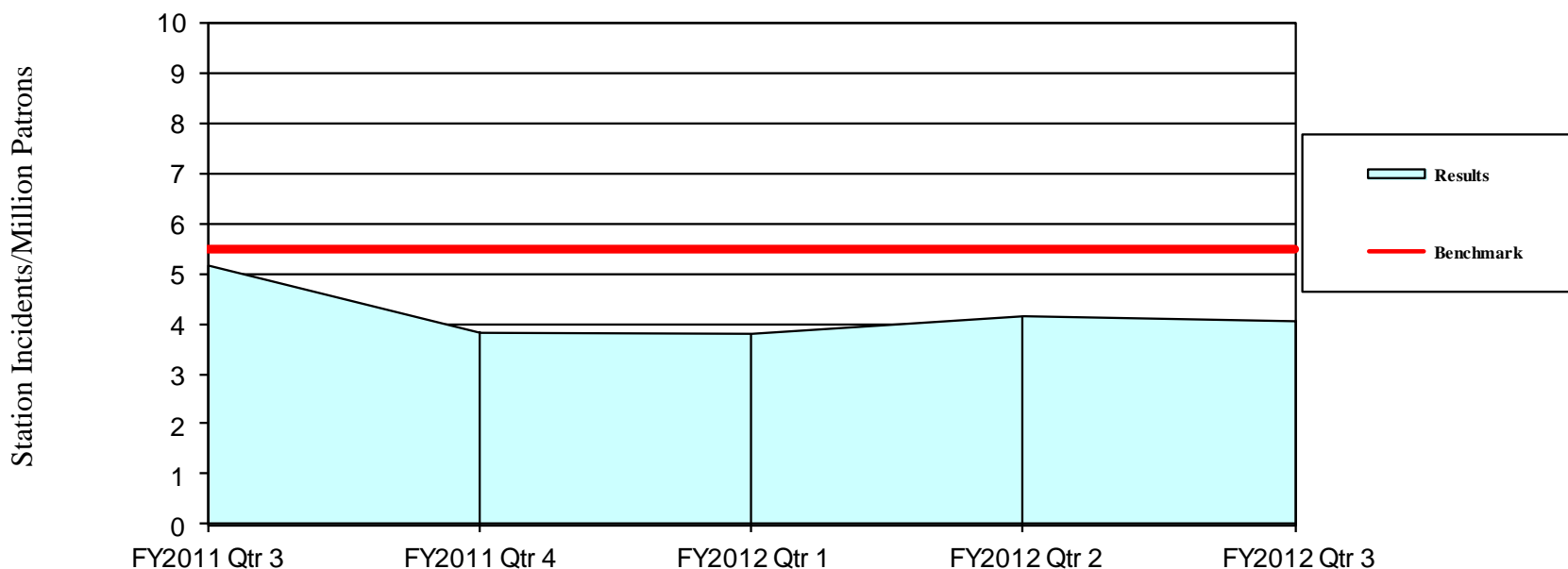
Customer Complaints

Complaints Per 100,000 Customers



- ✓ Total complaints rose 8.8% from last quarter, but are down 11.3% when compared with the third quarter of last year.
- ✓ Complaint categories that improved over last quarter and last year are: Service, Policies, Announcements
- ✓ Complaint categories that increased over last quarter and last year are: Trains, Police Services, New Bike Program

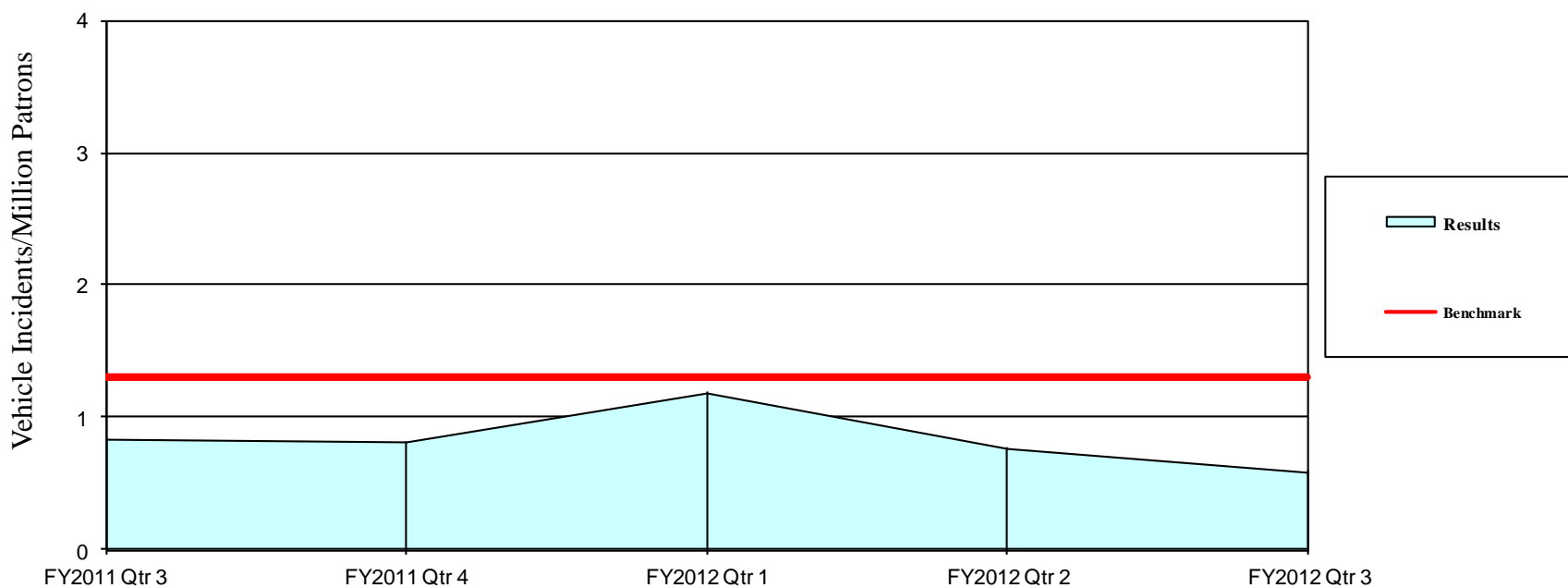
Patron Safety: Station Incidents per Million Patrons



✓ Slightly Down

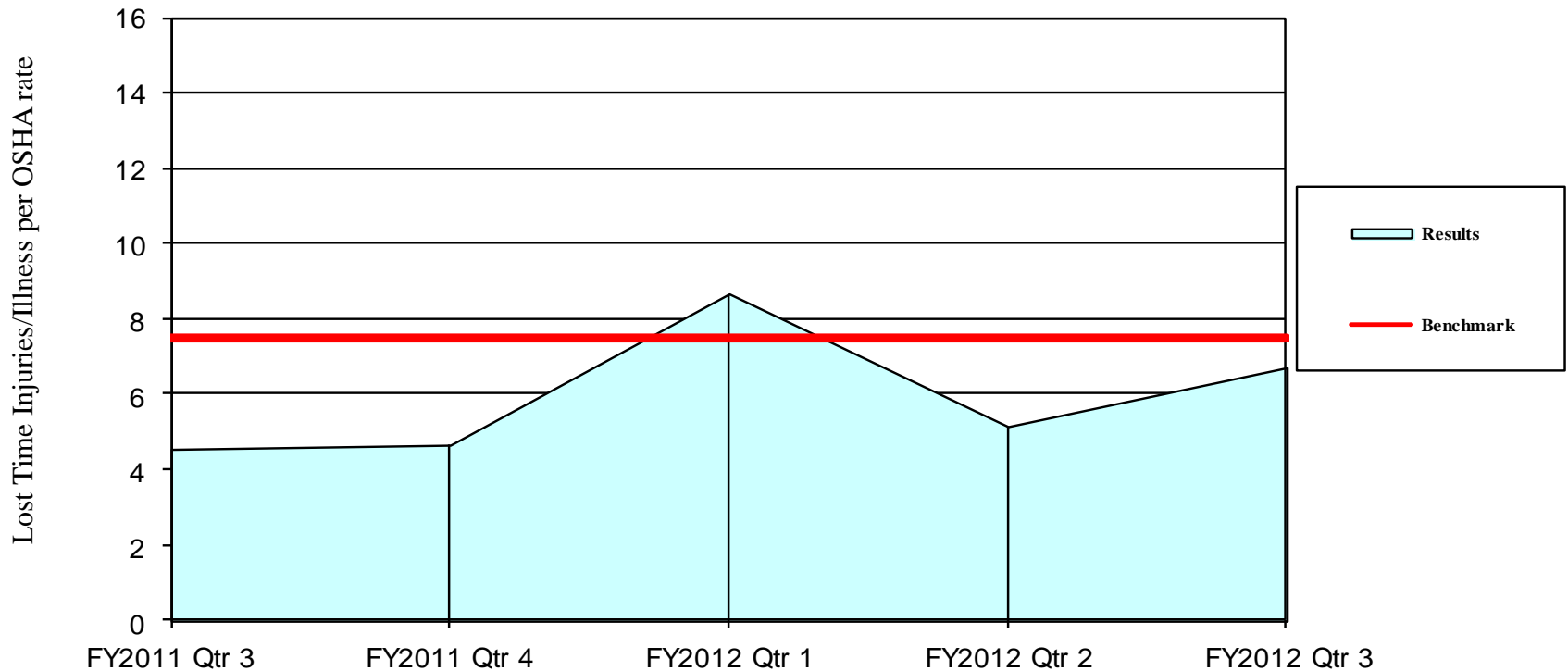
Patron Safety

Vehicle Incidents per Million Patrons



✓ Down

Employee Safety: Lost Time Injuries/Illnesses per OSHA Incidence Rate

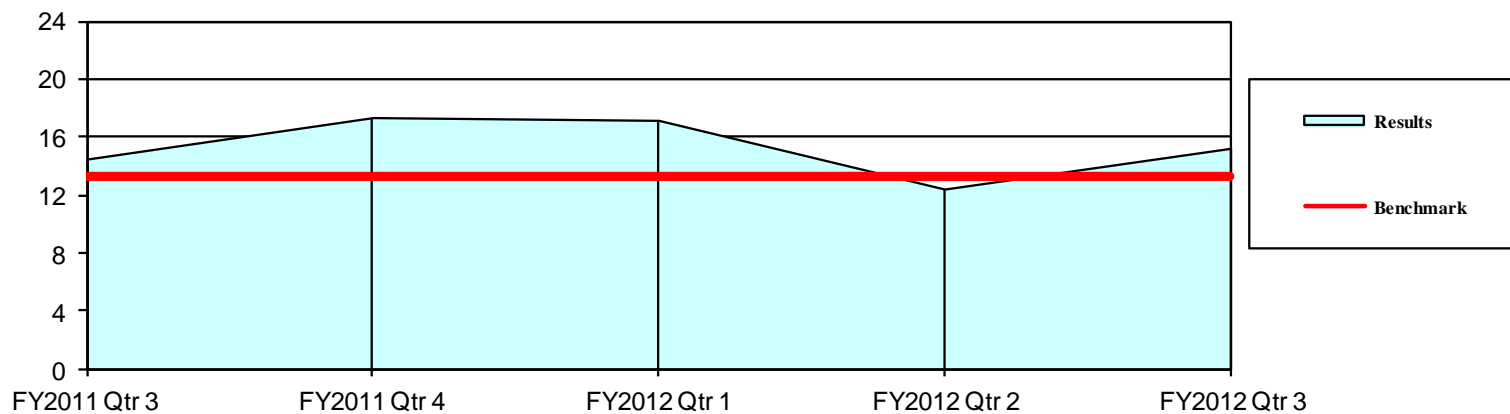


✓ Up

Employee Safety:

OSHA-Recordable Injuries/Illnesses per OSHA Incidence Rate

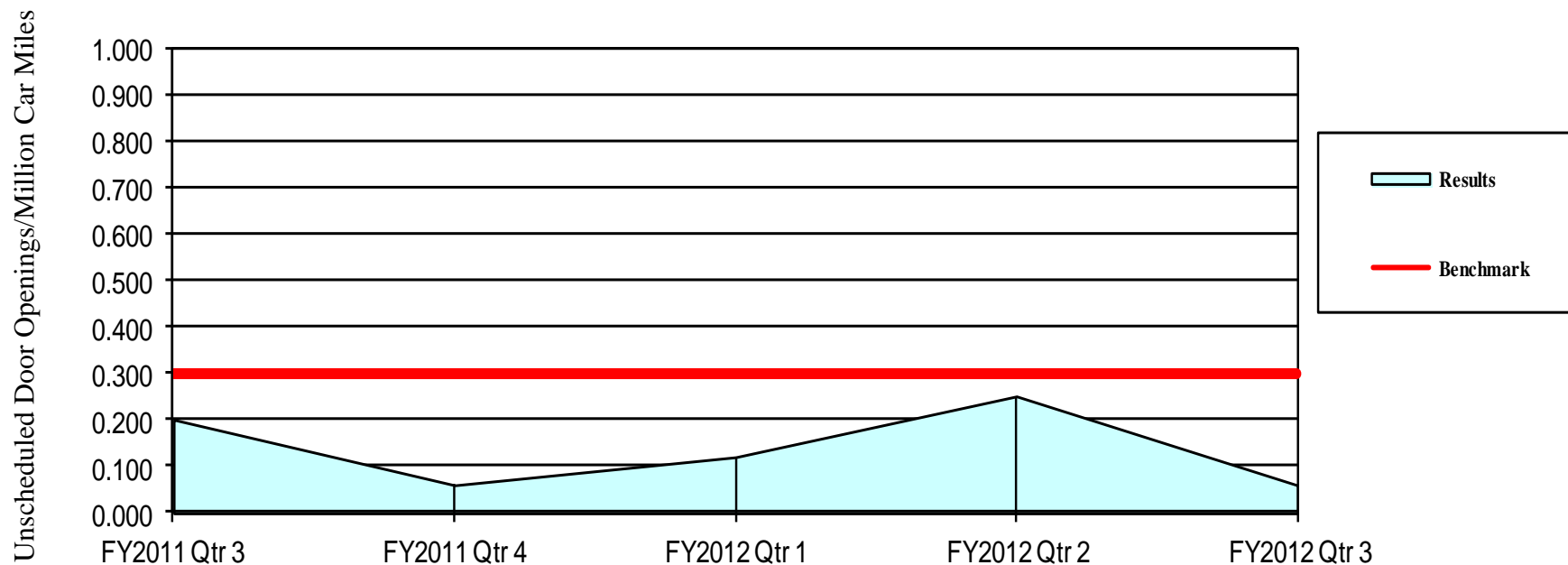
OSHA Recordable Injuries/Illnesses/OSHA rate



✓ Up

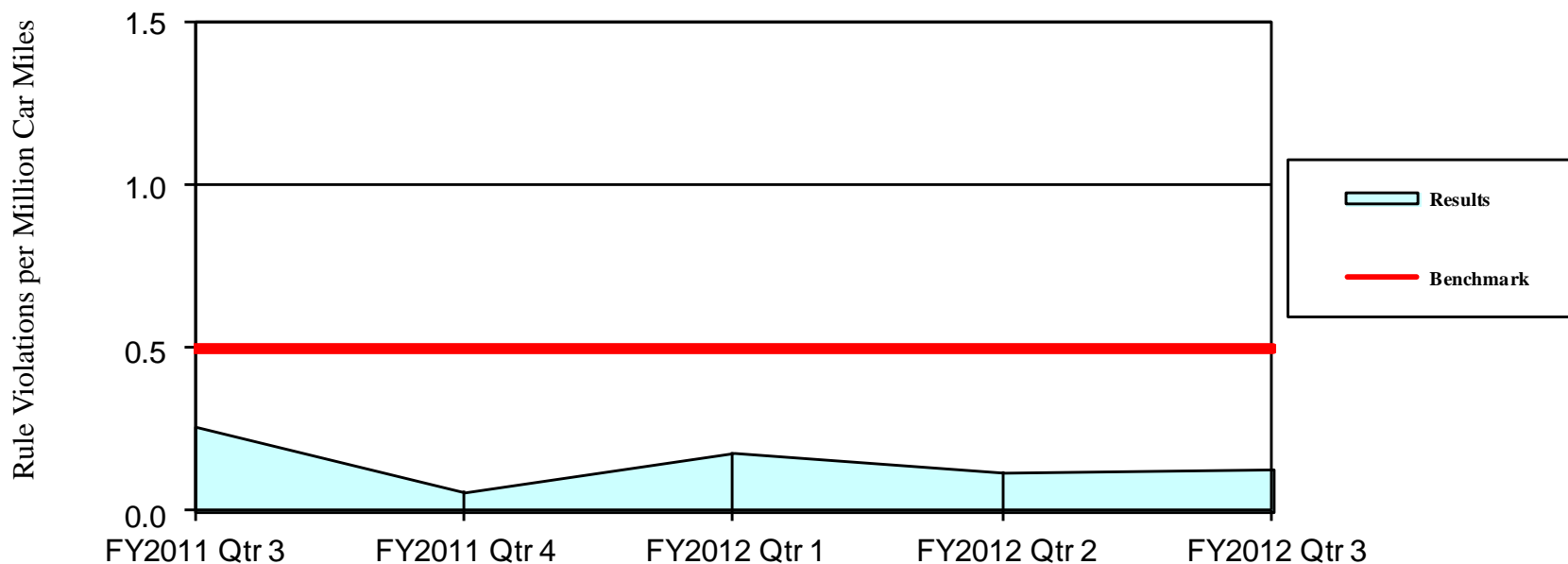
Operating Safety:

Unscheduled Door Openings per Million Car Miles



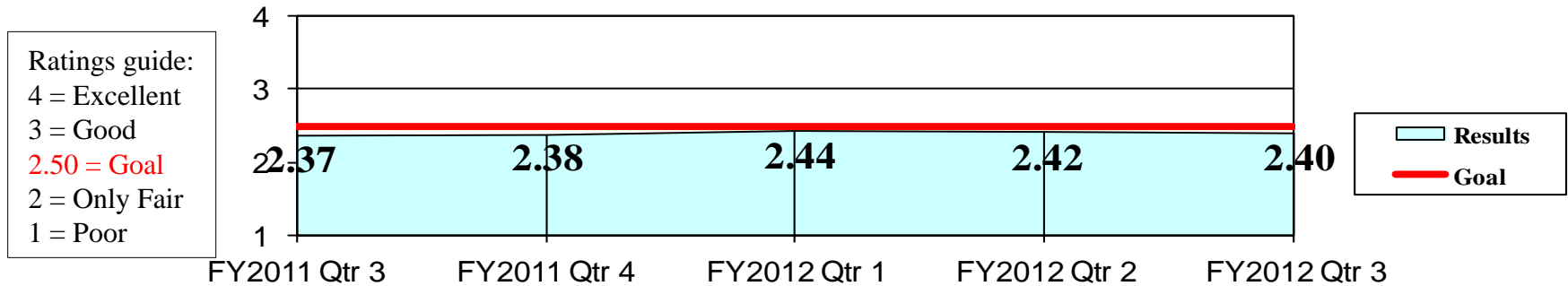
✓ Down

Operating Safety: Rule Violations per Million Car Miles



✓ Same

BART Police Presence

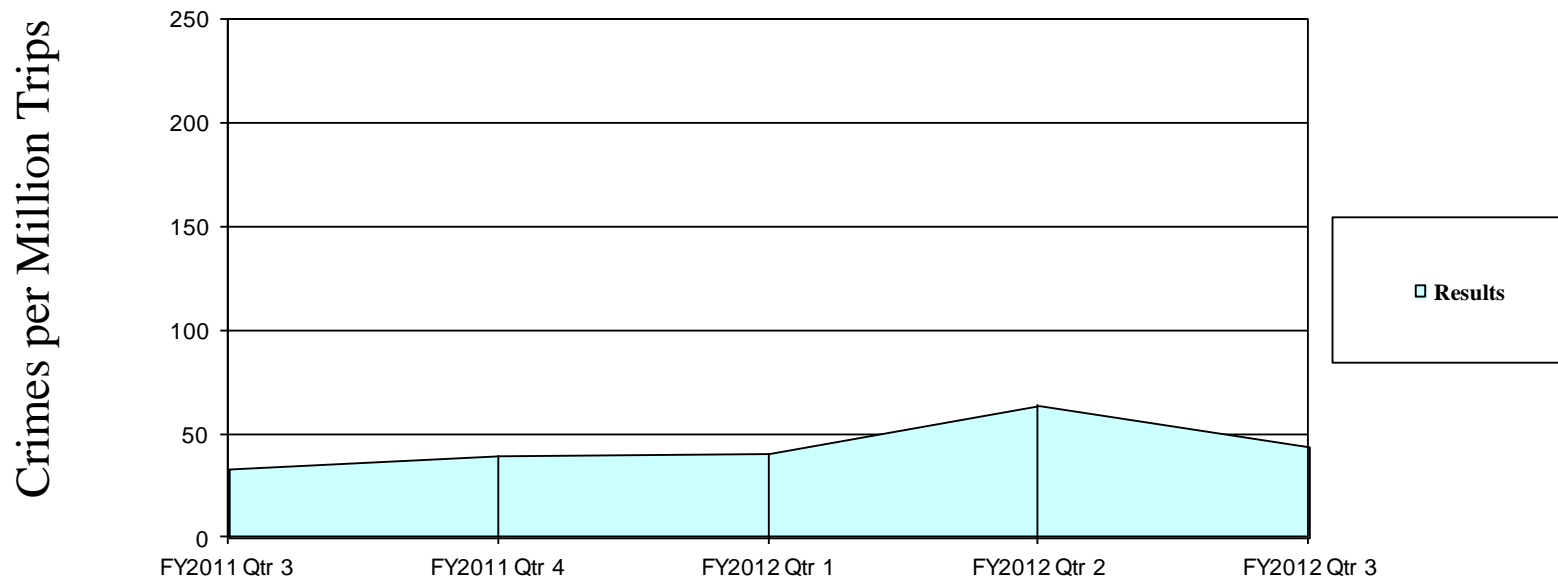


Composite Rating of Adequate BART Police Presence in:

Stations (33%)	2.37
Parking Lots and Garages (33%)	2.45
Trains (33%)	2.39

- ✓ Adequate Presence ratings of either Excellent or Good:
- | | |
|-----------------|-----------------------------|
| Stations: 47.2% | Parking Lots/Garages: 49.9% |
| Trains: 46.7% | |

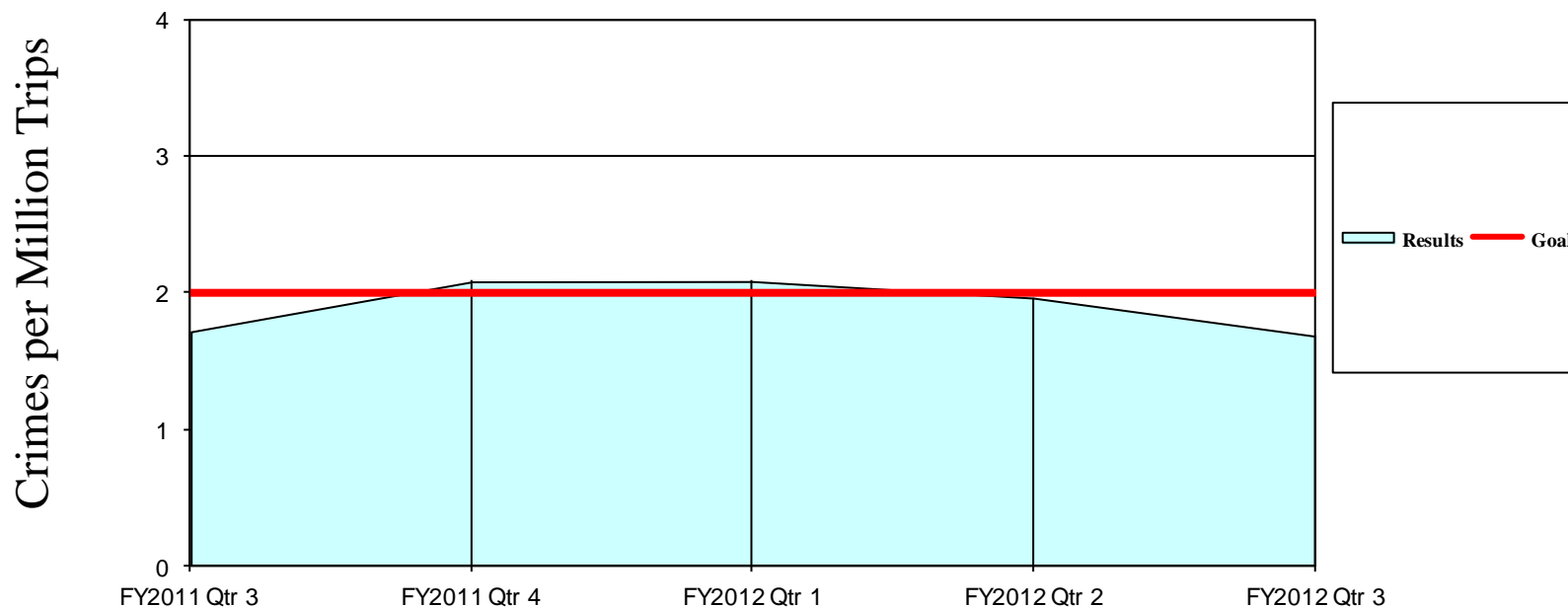
Quality of Life*



- ✓ Quality of Life incidents are down from last quarter, and up from the corresponding quarter of the prior fiscal year.

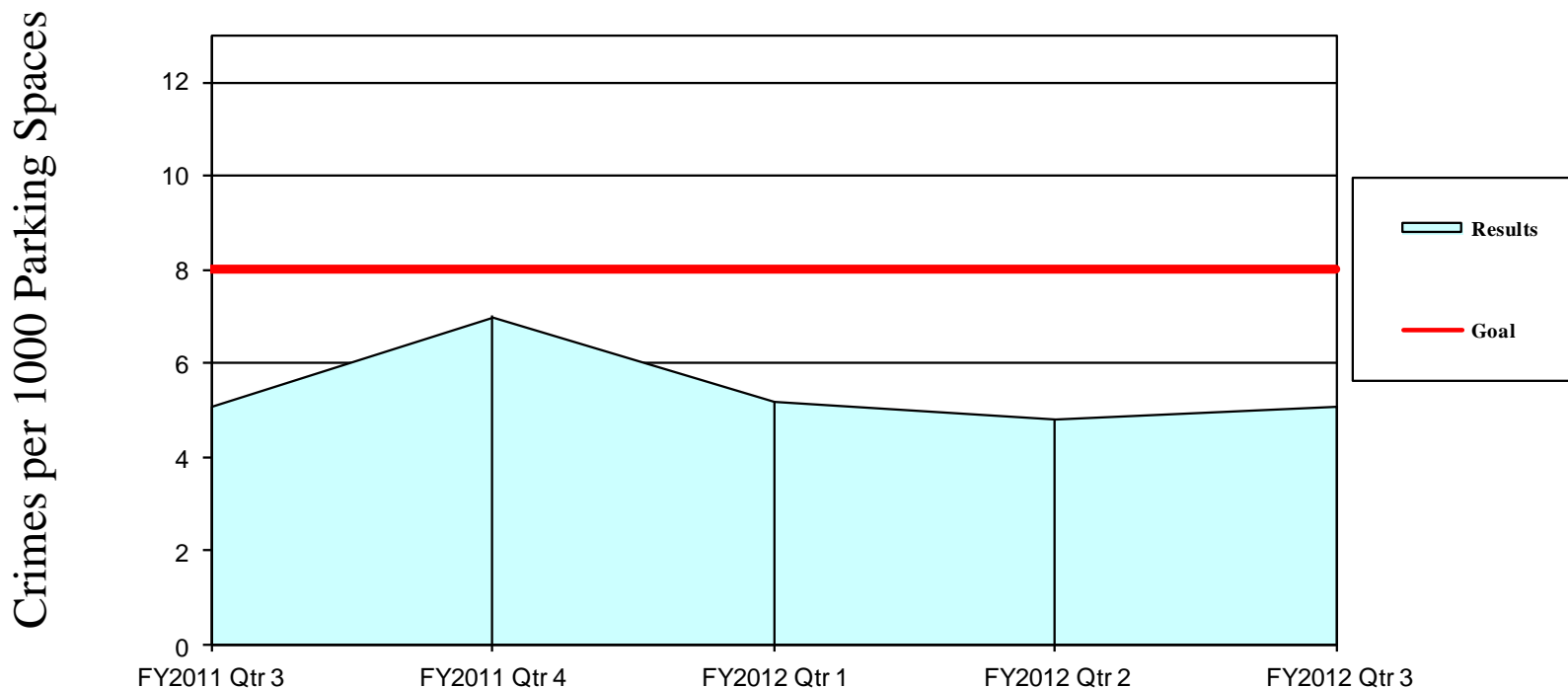
*Quality of Life Violations include: Disturbing the Peace, Vagrancy, Public Urination, Fare Evasion, Loud Music/Radios, Smoking, Eating/Drinking and Expectoration

Crimes Against Persons (Homicide, Rape, Robbery, and Aggravated Assault)



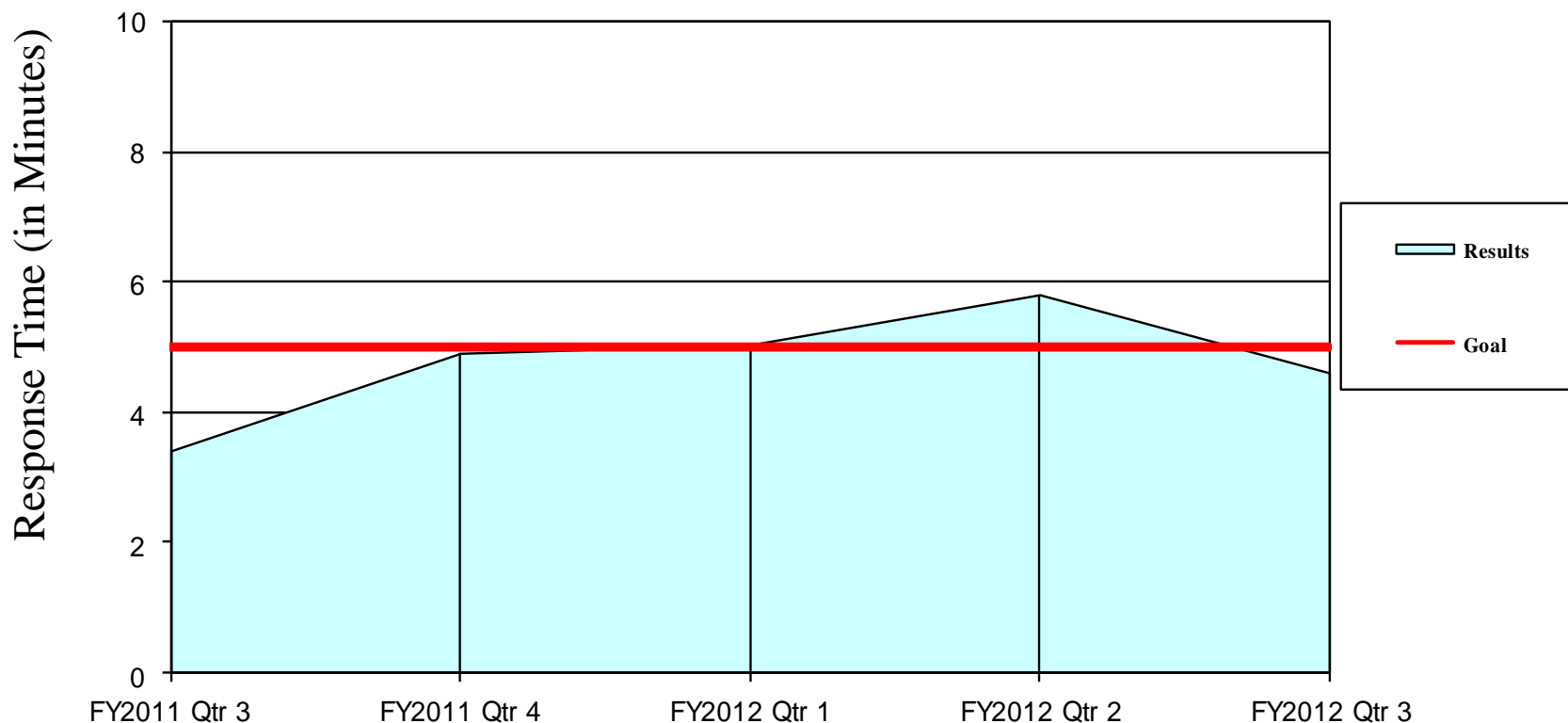
- ✓ Goal met.
- ✓ Crimes against persons are down from the last quarter, and down from the corresponding quarter of the prior fiscal year.

Auto Theft and Burglary



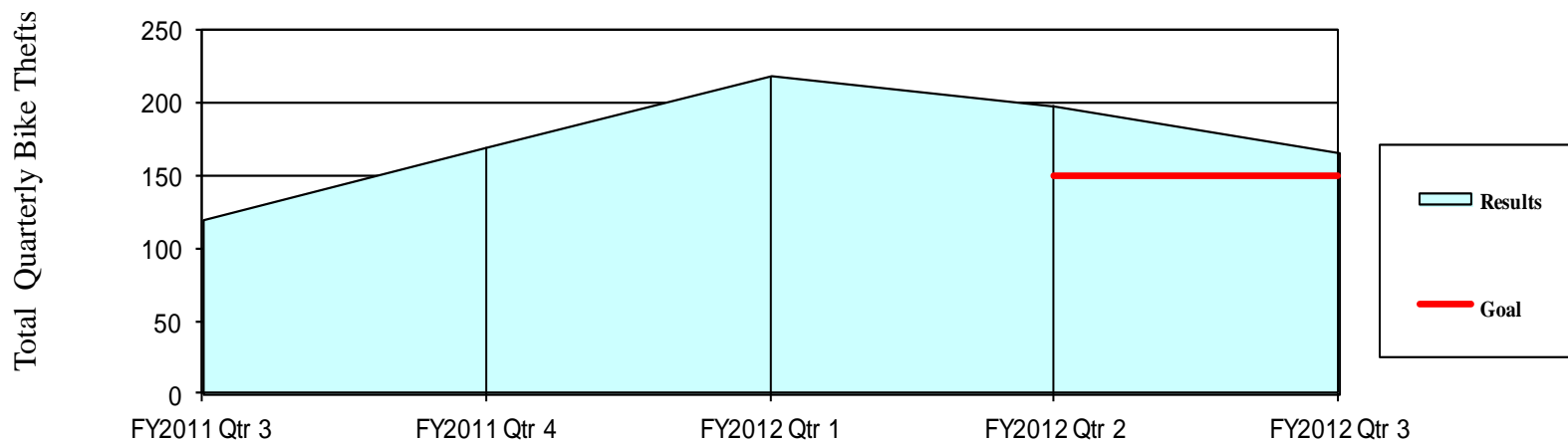
- ✓ Goal met.
- ✓ The number of incidents per thousand parking spaces are up from last quarter, and up from the corresponding quarter from the prior fiscal year.

Average Emergency Response Time



✓ The Average Emergency Response Time Goal was met.

Bike Theft



- ✓ 166 bike thefts for current quarter, down 32 from last quarter and up from the corresponding quarter of the prior fiscal year.

* The penal code for grand theft value changed in 2011. The software was updated, which resulted in a change of bicycle theft statistics effective FY12-Q3.